



# Los Angeles County Community Information Exchange (LACCIE)

CHIEF EXECUTIVE OFFICE



# Moving Towards 21<sup>st</sup> Century

## Challenge and Directive



### Call Center Services

- Current 211LA contract expires December 2021
- 2-1-1 Assessment
- 2-1-1 Services Workshops – Department Convenings, January 2020

### TAY Hub

- Board directive to create a TAY Hub
- The Hub would allow TAY support networks to more effectively engage and connect TAY to available County resources, including County line operations staff, caregivers, key external stakeholders, and TAY themselves.
- The HUB would allow resources to be allocated based on TAY placement data trends and to identify resource gaps.



# 21<sup>st</sup> Century Solution

New 2-1-1 I&R Services *plus* LACCIE

- County Client & Provider Registry, a comprehensive repository of community providers and services
- Different methods to access information: telephonic, text, IMs, and self-service portals, with TAY Hub as the pilot
- Common platform for tracking and connecting constituents, CBOs and service providers, resulting in improved real-time referrals, service-connections, and outcomes

Social services  
Health services  
Housing services  
Mental health services

## Referral Senders

---

*Social workers  
Case workers  
Caregivers  
Outreach teams  
Probation officers  
Law enforcement officers*

---

## Los Angeles County Community Information Exchange

- Network Partners
- Resource Database
- Bidirectional referrals
- Enabling technology platform

## Care Information Gap

DPSS, DHS, DMH, DPH  
DCFS, WDACS, LAHSA  
Community-Based  
Organizations

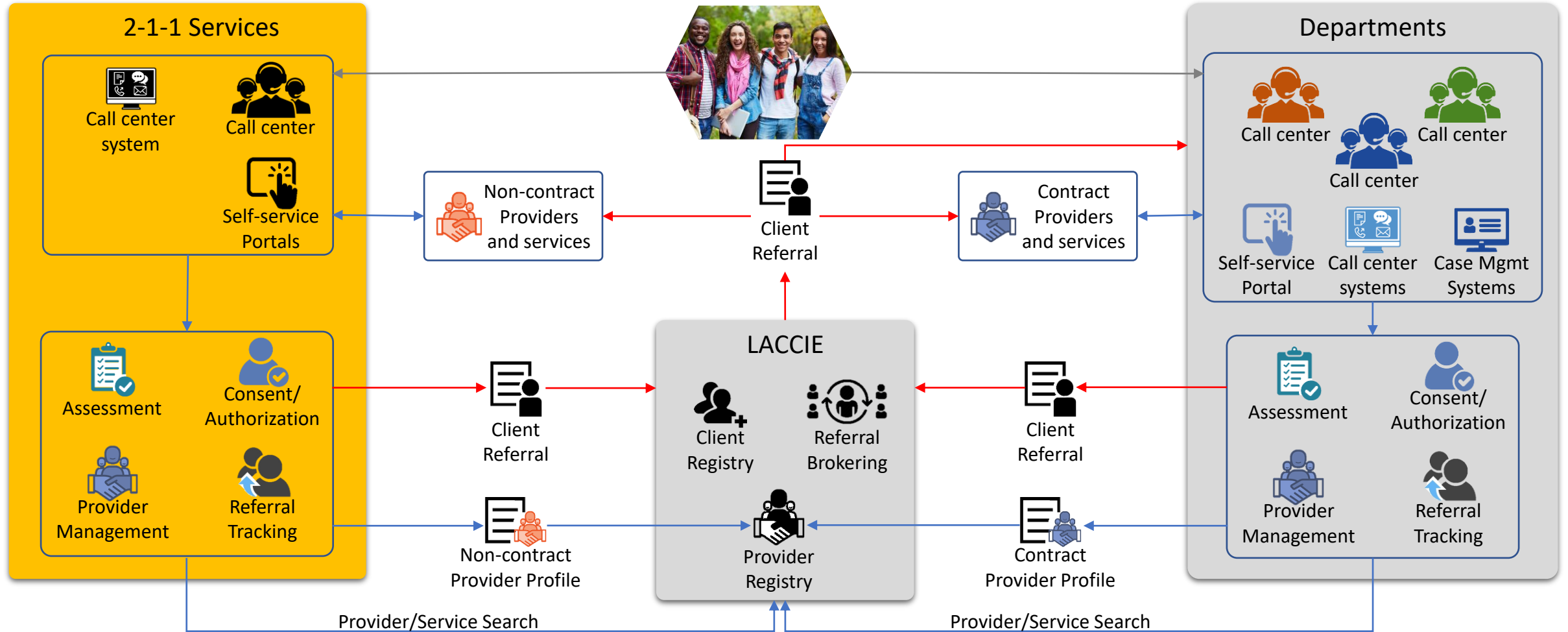
## Referral Receivers

---

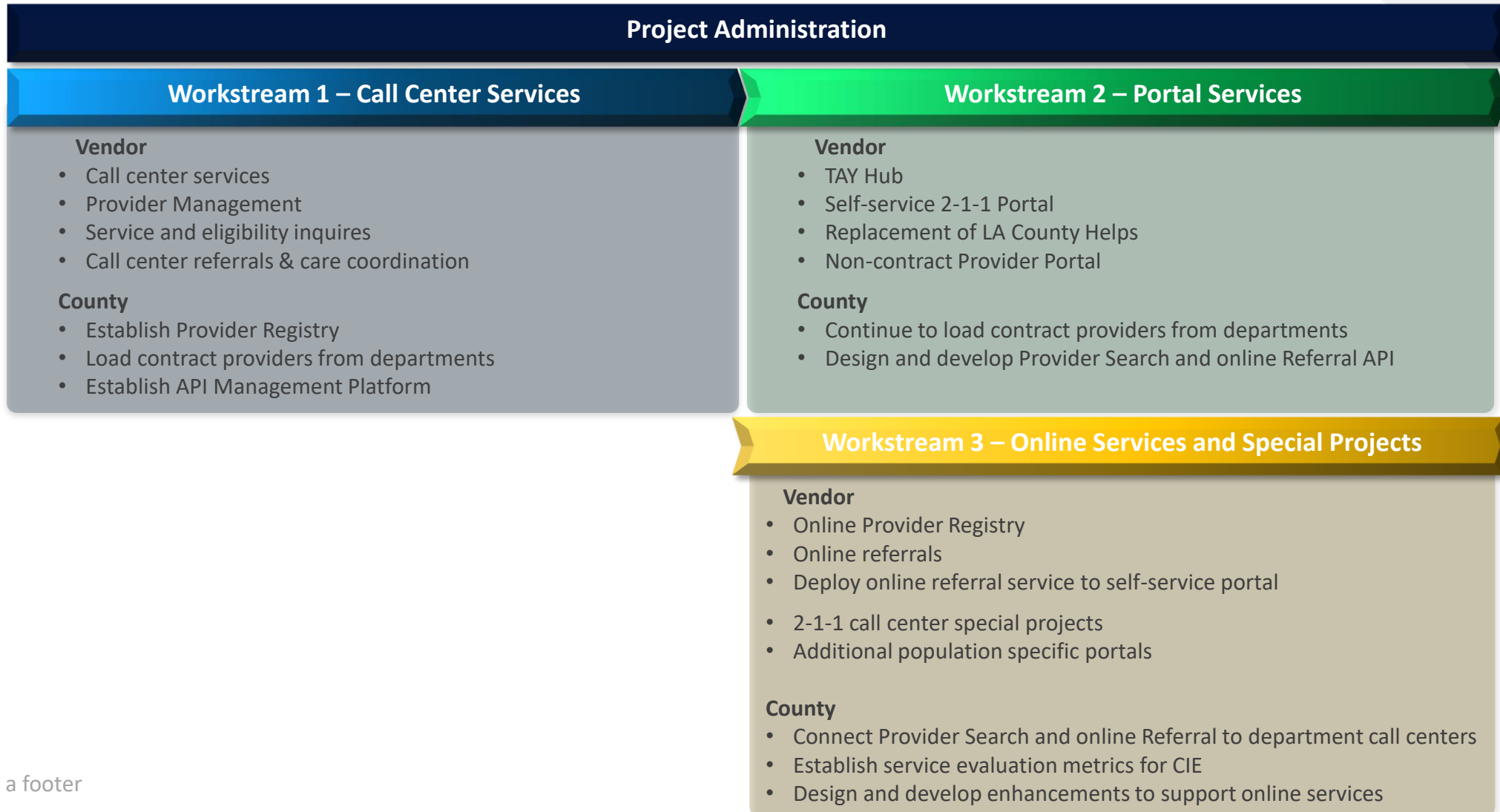
*Public assistance  
Healthcare  
Housing assistance  
Job Training  
Mental health counseling  
Substance use counseling*

---

# Los Angeles County Community Information Exchange (LACCIE)



# 2-1-1 RFP Workstreams







**2-1-1**  
LACCIE

**Thank you!**

CHIEF EXECUTIVE OFFICE

